Bold BI Dedicated Cloud Edition

Support and Maintenance
Service Level Agreement

Last updated February 2026

Business Intelligence Analytics & Dashboards for everyone

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Onboarding Goal

Standard Support	Business Support	Enterprise Support
Short-term help to start using the product *	Medium-term, enhanced support with priority access *	Long-term, enhanced support, with priority access and personalized service *

• Only with current license

Onboarding Services

Service	Standard	Business	Enterprise
Onboarding Duration	Up to 8 weeks	Up to 10 weeks	10 weeks + extension based on use-case *
Onboarding Support Access	Ticketing system	Priority in queue	Priority + Dedicated Team
Kickoff & Discovery	Yes	Yes	Yes (extended)
Prerequisite review	Basic	Detailed	Deep Assessment
Deployment guidance	Remote guidance (up to 6 hours)	Remote guidance (up to 12 hours)	Hands-on remote assistance (up to 24 hours)
Identity & Network/Security Setup	Basic guidance	Guided setup	Dedicated support
Data Connectors Included	Up to 2	Up to 5	Up to 10 + feasibility-based

Onboarding Services

Service	Standard	Business	Enterprise
Data Modeling & Dashboards	Basic	Extended	Advanced
Training	Yes (4 hours)	Yes (8 hours)	Yes (12+ hours)
Onboarding response time	1 business day ***	< 8 hours	< 4 hours

- Duration as approved by Syncfusion on a case-by-case basis
** Business day: Monday to Friday excluding local and national holidays

Release Schedule

4 main releases a year

Hosting Service

Hosting	Standard	Business	Enterprise
Service availability target	99.5% / month	99.9% / month	99.95% / month
Support hours	8*5	24*5	24*7
Monitoring & Alerting	Basic (uptime + key services)	Advanced (infra + app signals)	Advanced + on-call runbooks
Incident response (P1)	1 hour	30 minutes	15 minutes
Planned maintenance notice	5 business days	7 days	14 days (where feasible)
Maintenance window	Standard window	Standard + optional customer window	Customer-defined window option
Backups	Daily	Daily + more frequent for DB	More frequent + policy-based
Backup retention	7-14 days	30 days	60-90 days

Hosting Service

Hosting	Standard	Business	Enterprise
RPO / RTO (if DR is offered)	Best-effort / N/A	RPO 24h, RTO 8h	RPO 4h, RTO 4h
DR / failover	Not included	Optional	Optional / Included (pricing-dependent)
Region-specific deployment	Included	Included	Included + multi-region option
Data isolation	Dedicated resources	Dedicated resources	Dedicated resources + stricter controls/audit options
Access management	Named admins + MFA	+ Just-in-time access option	+ Approvals + audit logs export
Logs & audit	Standard logs	Extended retention	Extended retention + SIEM export option

Support Tickets

Action	Standard Support	Business Support	Enterprise Support
Guaranteed response	2 business days	1 business day	8 business hours
Unlimited tickets	Yes	Yes	Yes
Access to major and minor upgrades***	Yes	Yes	Yes
Support channel	Ticketing system	Ticketing system	Priority queue in ticketing system
Proactive guidance	Reactive ticket handling	Reactive ticket handling	Proactive health checks and optimization guidance
Weekend and holiday support	No	No	Yes (if indicated at the time of submission)
Customer initiated web meetings	No. (except when initiated by Syncfusion)	No. (except when initiated by Syncfusion)	Yes

* To determine your support level, please contact Syncfusion Client Services.
** Business Day: Monday to Friday from 9:00AM to 6:00 PM local time excluding local and company observed public holidays.
*** With current subscription or current trial only.

Support Services

Services	Standard Support	Business Support	Enterprise Support
Support hours	Business hours only (Monday – Friday)	Business hours only (Monday – Friday)	Business hours (24 x 7 coverage for P1 incidents)
Support channel	Email / portal support	Email / portal support	Email /portal support
Escalation path	None	Escalation to senior engineers	Named escalation path
Hotfix delivery	No guaranteed hotfix delivery	Patch or workaround * considered	Hotfixes outside of regular release cycle
Designated escalations contact	None	None	Yes

* Feasibility of providing patch / workaround will be determined solely by Syncfusion.

Issue Priority and Response Time:
Standard Support

Priority*	Initial Response	Update Frequency	Target Resolution
P1**	8 business hours	Daily	3-5 business days
P2**	1 business day	Every 2 business days	5-7 business days
P3**	2 business days	Weekly	Best efforts based on backlog

* While we accept customers' submissions of issue priority, final determination of priority will be at the discretion of Syncfusion Support.
** Issue Priority Definition:
✓ **P1 – Critical (manual assignment): blocking issues in production or major project milestones.**
✓ **P2 – High (manual assignment): serious functional impact but not a total blocker.**
✓ **P3 – Normal (automatic assignment): standard issues, questions, and non-blocking bugs.**

Issue Priority and Response Time:
Business Support

Priority*	Initial Response	Update Frequency	Target Resolution
P1**	4 business hours	Same business day	2-3 business days
P2**	8 business hours	Daily	3-5 business days
P3**	1 business day	Weekly	Scheduled release

* While we accept customers' submissions of issue priority, final determination of priority will be at the discretion of Syncfusion Support.

** Issue Priority Definition:
- ✓ P1 – Critical (manual assignment): blocking issues in production or major project milestones.
- ✓ P2 – High (manual assignment): serious functional impact but not a total blocker.
- ✓ P3 – Normal (automatic assignment): standard issues, questions, and non-blocking bugs.

Issue Priority and Response Time: Enterprise Support

Priority*	Initial Response	Update Frequency	Target Resolution
P1**	2 hours (24 x 7)	Every 2-4 hours	24-72 hours
P2**	4 business hours	Same day	2-3 business days
P3**	8 business hours	Weekly	Planned fix with commitment

* While we accept customers' submissions of issue priority, final determination of priority will be at the discretion of Syncfusion Support.

** Issue Priority Definition:
- ✓ **P1 – Critical (manual assignment):** blocking issues in production or major project milestones.
- ✓ **P2 – High (manual assignment):** serious functional impact but not a total blocker.
- ✓ **P3 – Normal (automatic assignment):** standard issues, questions, and non-blocking bugs.

Defect Coverage

Action	Standard	Business	Enterprise
Maximum time for fixing confirmed P3 issues	Next volume release	Next volume release	Next volume release
Maximum time for fixing confirmed defects caused by a new release	1 week	3-5 business days	1-3 business days
Maximum time for fixing confirmed complex issues	Best efforts depending on backlog	Next volume release	Next volume release (fixing in weekly release or service pack will be considered on a case-by-case basis)
Escalations for fixes	None	On a case-by-case basis	On a case-by case basis
Security patches delivery	Included	Included	Included

Defect Coverage

Action	Standard	Business	Enterprise
Maintenance & minor updates	Included (scheduled)	Included (scheduled)	Included (scheduled + faster cadence option)
Infrastructure security patching (OS/runtime/DB/K8s)	Included (scheduled)	Included (scheduled + faster for critical)	Included (accelerated for critical)
Multi-environment patching (Prod/UAT/DR where applicable)	Production only	Production + UAT	Production + UAT + DR
Configuration / tuning assistance	Limited	Included (reasonable changes)	Included (advanced tuning + advisory)

Product Lifecycle

Coverage Area	Standard Support	Business Support (with Extended Support)	Enterprise Support (with Extended Support)
Support Duration	Current version only	Up to 1 year from product release	Up to 2 years from product release
Product Versions Supported	Current version only	Current and select previous versions	Current and select previous versions
Defect Fixes	Not included	On case-by-case basis	On case-by-case basis
Security Patches	Included	Included	Included
Maintenance & Minor Updates	Not included	Included	Included
Patches Across Multiple Accounts	Not included	Included	Included
Extended Support Option	Not available	Available (limited duration)	Available (limited duration)
Feature Enhancements	Not included	Not included	Not included

- Feature enhancements are delivered through regular product releases and are not part of SLA support.
- Support timelines are measured from the product's official release date.
- Extended Support is intended to assist customers during upgrade planning and transition.

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Glossary

Table 1. Troubleshooting

Issue Validation	Yes
Communication	Yes
Solution or Workaround	Yes
Defect Fix	Yes
Feature Request	No
Solution Documentation	Yes

Table 3. Cumulative Patch and Consolidated Patch

	Cumulative	Consolidated
Standard	Yes	Yes
Incremental Enterprise	No	Yes
Defect Fix	Yes	Yes
Feature Request	No	No
Retired Products	No	No

- Basic maintenance and troubleshooting support is provided on a case-by-case basis and is available exclusively to customers identified by Syncfusion as current licensed premium support holders. Licenses cannot be applied retroactively. Availability of Limited Support is subject to the specific product and will be determined at the sole discretion of Syncfusion.
- Provided on a case-by-case basis and determined at the sole discretion of Syncfusion.

Glossary

Table 2. General and Defect Fix Support

Service Pack	Yes
Private Patch	Yes
Main Release	No
Defect Fix	Yes
Feature Request	No
Retired Products	No

Table 4. Extended Support and Limited Support

	Extended Support*	Limited Support*
Troubleshooting	Yes	Only severe/mission-critical issues
General and Defect Fix Support	Yes	No
Feature Request	No	No
Retired Products	No	No
Migration Support	No	No

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- Provided on a case-by-case basis and determined at the sole discretion of Syncfusion.

Additional Terms and Conditions

➢ **Response Time** is defined as the elapsed time from receipt of a support request to the first **meaningful response by a qualified support representative**.

➢ **Resolution Time** is defined as the time required to provide a **workaround, permanent fix, or a mutually agreed remediation plan**, as determined by the Company.

➢ S**LA commitments apply only to supported product versions** in accordance with the Company's published support lifecycle policy.

➢ **Customer responsibilities** include providing sufficient information to enable issue investigation including **clear reproduction steps, relevant logs, and requested diagnostic data**.

➢ F**eature requests, product enhancements, and requests for new functionality** are expressly **excluded from SLA coverage**.

Contract Flexibility

Standard	Business	Enterprise
Standard EULA	Standard EULA	Standard EULA

Terms of use

https://www.boldbi.com/legal/terms-of-use

Contact us

https://www.boldbi.com/contact